

## Fenwick Pier Members and Useful Information

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Thank you for your interest in our Fenwick Pier Volunteer program. Please contact a coordinator if you have additional questions.

The typical schedule when ships are in port, is for three shifts per day ranging from: 9 am-12, 12 pm-3:00, 3:00 pm-6:00. As volunteers, we are asked to help at Fenwick Pier whenever there are more than 1,000 service members arriving in port. Normally, two volunteers are all that is needed, but sometimes we might ask for three. New volunteers are always matched up with experienced volunteers.

Fenwick Pier is owned and managed by the Serviceman's Guides Association. We are volunteers representing the AWA (American Women's Association) and assist the Serviceman's Guides Association by providing reliable answers to questions that the service members have during their stay in Hong Kong.

Occasionally, a ship will offer tours. The Fenwick Pier Volunteers may be given a limited number of tickets, which we offer to our volunteers. We will be in touch with you via email, announcing the ship tours. We will generate a list of volunteers who would like to tour the ship on a first-come, first-served basis, with those who volunteer more frequently going to the top of the list. Children under 8 years old are not allowed on the ships.

All books, magazines, DVD and CDs in the library on the shelves in the Fenwick Pier Library are free to the military as well as the public. These are all donated and usually have been previously read. At this point, we have all the books we can handle, so please, no more donations to our library.

Please encourage our service members to take, read and use the Guide to Hong Kong and to visit the sponsors who have advertised in the book. It is important to support our sponsors.

'The Portside' sells telephone calling cards and mobile/cell phone SIM cards. Free wifi is available at The Pier. Calling card phones are located throughout Fenwick Pier. Inexpensive mobile/cell phones are available for sale from several vendors in Fenwick Pier on the second floor.

Please encourage shopping within Fenwick Pier. The vendors in Fenwick Pier are allowed to remain there because they offer good products at fair prices to visiting service members. Prices should be less expensive in Fenwick Pier than for a similar product out in town.

Need Quick Answers?

Use the computer meant for our volunteers

Check the Rolodex file cards.

Check the Guide to Hong Kong.

Call Community Advice Bureau (CAB) at 2815-5444.

Please continue to stress taxi scams to our service members. Mention that the meter should be reset once entering the taxi and that there should be an identity card for the taxi driver that is visible on the dashboard. Take a picture of that ID if there are questionable actions. All prices are in Hong Kong Dollars and are for the trip, not per person. Asking for a receipt can be helpful if there should be a problem. The Hong Kong Guide book offers good advice on page 65.

Be aware of fake monks, fortune tellers, and (often) fraudulent fundraisers. Real monks do not ask for money. Keep your billfold closed.

Members of the SGA to contact:

Albert Cheung: Hong Kong Serviceman Guide's Logistics coordinator. His office is to the right of the information desk. Albert will provide weekly schedules and notifications for incoming ships. Albert also deals with servicemen-related emergencies. If servicemen approach the information desk regarding a lost or late sailor, he can be contacted. Albert can be contacted at: 2824-8897. When arranging your shifts and days of operations, contact: 2824-8327.

Wilfred Gwan-Jeong: Hong Kong Serviceman Guide's Security head. The security building is located adjacent to the main building. Please note that Wilfred may only be contacted by Senior Members or higher. For non-urgent emergencies, security guards present at the pier may be approached. The security building's contact number is: 2772-0418.

Alena Reyes: Hong Kong Serviceman Guide's Human resources manager. Her office is located to the right of the main staircase. Alena is only available upon request. A request to speak to her can be made at: 2111-8731.

Terrence Young: Hong Kong Serviceman Guide's Head shift manager. His office is directly behind the information desk. Terrence is to be contacted by all non-administrative volunteers for shift planning and role assigning. He may not always be present in his office, and may be found at the auxiliary building when the port is busy with servicemen. Terrence can be contacted at: 2868-5445.

Molly Lee: Hong Kong Serviceman Guide's Association representative. Her office is inside the information desk. See Molly for a badge and a security pass to access the building before the ship arrives. On arrival, sign the AWA volunteer book and get your name badge from Molly. We now have wonderful red aprons to wear signifying that we are volunteers. Wearing them is your choice. When your shift is finished, please sign out and return your name badge/ apron.

Our administrative staff have a wealth of information and are glad to help answer questions. Please remember we are volunteering, so please be considerate and respectful. 'Hands off' all computers, desks, and other personal items.

Please note that we are not allowed to post from this US Post Office. It is for active duty and retired military personnel only.

The emergency number in Hong Kong is 999, not 911.

The emergency contact number for the Ship Liaison Group (Shore Patrol), which is manned 24 hours per day when ships are in port is: 2802-0430 or 2802-0403. Please note that there has never been an incident requiring us to make this call, but...should you need help, their booth is to the left of the Information Desk.